

CITY OF RICHARDSON
INTERDEPARTMENTAL POLICY AND PROCEDURE
INTERNET USAGE

POLICY

It is the policy of the City of Richardson to offer connectivity to the Internet for employees requiring its use as a part of their normally assigned duties. The purpose of this policy is not to discourage the use of the Internet, but to provide a uniform approach to the usage of this resource, to safeguard city interests in the use of Internet e-mail, to meet all applicable laws, to insure that all documents related to the City of Richardson that are published on the Internet conform to City standards, and to protect the assets attached to city networks from unauthorized access. The City of Richardson reserves the right to monitor all Internet usage on City-owned and City-connected computers including reviewing all sites that are viewed by the employee's browser and the amount of time spent at each site. This policy applies to all City of Richardson employees using City owned or leased equipment.

PROCEDURE

I. DEFINITIONS

For purposes of this Policy and Procedure, the following definitions shall apply:

- A. Improper Material** - Pictures, posters, calendars, graffiti, objects, promotional materials, reading materials, or other materials that are racist, sexually suggestive, sexually/racially demeaning, pornographic, offensive, intimidating, harassing, disparaging, and/or hostile on the basis of age, disability, gender, national origin, race, color, religion, or any other legally protected characteristic. Bringing any such material into the work environment, or possessing it to read, display, or view at work, or otherwise publicizing such materials in the work environment is specifically prohibited.
- B. Chief Information Officer/CIO** - The Chief of Information Services of the City of Richardson or designee.
- C. Department Head** - The head of an administrative department of the City of Richardson, Texas, or designee.
- D. Employee** - For the purpose of this policy, an employee is defined as an individual employed by the City on a full-time, part-time, or internship basis.

II. APPROPRIATE USES OF INTERNET

All City-owned Internet resources are to be used only in the pursuit of appropriate city business interests.

- A.** It is the responsibility of each Department Head to notify the Information Services Department at least three working days prior to the start date of any new employee who needs access to the Internet, so that the new user account can be set up on a timely basis.

- B. It is the responsibility of each Department Head to notify the Information Services Department in the event of the termination, resignation, or retirement of any employee within their department who previously had access to City computers and/or network resources, so that such employee user accounts may be removed.
- C. Department Heads may monitor employee use of the Internet and e-mail, and may revoke an employee's access to the Internet and/or e-mail by notifying the Chief Information Officer.
- D. Departments wishing to expand services utilizing Internet connectivity shall submit a proposal to the Chief Information Officer, at least thirty days prior to the requested implementation date. The Chief Information Officer shall review each proposal for technical feasibility, administrative overhead, implementation difficulty, and policy issues, before recommending acceptance or rejection of a proposal to the Department Head and/or the City Manager's Office.
- E. Employees shall scan all files for viruses prior to importing them into City owned or leased equipment. Employees downloading software from the Internet should take care that such programs are appropriately screened for viruses before installing the software to any city computer resource. The Information Services Department will screen such software at an employee's request.

(Note: Viruses are not normally received by reading e-mail, or by printing text from Internet web sites, but can be received by opening or reading attachments to e-mail, especially if those attachments are executable programs, or are word processor files such as Microsoft Word or Word Perfect produces.)
- F. Bringing improper material into the work environment or workplace, or possessing any improper material at work to read, display, or view at work, or otherwise publicizing it in the work environment is prohibited.
- G. Employees should understand that the City of Richardson has the right to monitor all Internet usage on City-owned computers or computers using City resources. This includes reviewing all sites that are viewed by the employee's browser and the amount of time spent at each site.
- H. No employee shall connect to any web site that contains improper material (*Exception: sanctioned RPD employees performing assigned detection work*). The city reserves the right to block employee access to such web sites. Creating, sending, and/or printing Internet and/or e-mail messages which contain improper material is prohibited.
- I. No employee shall operate a business on the Internet using City equipment at any time.
- J. No employee shall send chain letters or pyramid schemes on the Internet or by e-mail using City equipment at any time.

III. INTERNET E-MAIL

- A. Without specific authorization, no employee shall read, alter, or delete any other employee's E-mail.

- B. Personal messages or other non-city related messages should be held to a minimum, as with telephone calls. Creation and/or transmission of improper material are prohibited. Multi-page "junk mail" documents from any source should not be re-transmitted without careful consideration. Questions regarding the extent of this policy should be discussed with departmental-supervisors. Saving personal e-mails should be held to a minimum. Personal use of e-mail is a privilege, not a right. As such, the privilege may be revoked at any time and for any reason. Abuse of the privilege may result in appropriate disciplinary action.
- C. Personal e-mail should not impede the conduct of City business; only incidental amounts of employee time - comparable to reasonable coffee breaks during the day - should be used to attend to personal matters.
- D. All employees shall use only their city-assigned e-mail address during the performance of their assigned job duties. No private or "ghost" accounts shall be used, except by network administrators as part of their function (e.g., account names like "Webmaster", "Postmaster", "root", etc.) and special investigations. The Chief Information Officer must be notified within five business days that any such exceptions are in use.
- E. E-mail received from citizens should be handled with the same seriousness as any other form of citizen contact. Employees should always maintain professional decorum in their responses, seek approval from supervisors where appropriate, and reply to messages promptly.
- F. Employees should understand that **all correspondence sent by e-mail is subject to review at any time by city officials**. E-mail transmissions are not private, and may at any time be read by network administrators. Email may be subject to subpoena by the courts and/or Public Information Act (open records) requests.
- G. Unless specifically approved by the Chief Information Officer, all Internet e-mail transmissions shall be routed through the official city gateway service (*Exception: sanctioned RPD employees performing assigned detection work*). No department or employees shall operate within city networks any e-mail servers, mail forwarding services, or other e-mail transmission or reception services for use by, or accessible to, any non-employee or member of the general public.

IV. WORLD WIDE WEB SERVICE

A. Unless specifically approved by the Chief Information Officer, all public web documents related to the City of Richardson shall be published on www.cor.net. No department or employee shall operate any web server on any city network without prior written approval from the Chief Information Officer. All documents shall be considered official publications of the City of Richardson. It shall be the responsibility of the Chief Information Officer and the appropriate Department Head to determine that the content proposed for publication is appropriate and meets City standards.

- 1. Employees shall not place links on any City web site page that point or connect to any entity in which they have any financial interest.

2. Employees shall not engage in political activity (*except when acting on behalf of the City, e.g., while conducting authorized lobbying as a representative of the City*), or promote any commercial service or product, using City Internet resources.
 3. Employees shall not publish on any Internet information server other than those operated by the City of Richardson information that in any way identifies or is related to the City of Richardson, its operation, or their employment with the City.
- B. No department or employee shall operate a web server intended for internal employee-only use (Intranet) without prior specific written approval of the Chief Information Officer. Departments wishing to publish "internal circulation only" documents shall use the server located at www.cor.gov.
- C. No department or employee shall offer, or cause to be offered, any electronic service utilizing publicly accessible network resources (including but not limited to: Gopher, FTP, TFTP, DNS, or Telnet) without the written approval of the Chief Information Officer.

V. MODEMS

- A. Modem users shall not offer login, slip, ppp services, remote control programs, or other remote connection services without the prior written approval of the Chief Information Officer.
- B. An employee needing remote dial in services to the City's network or web site shall submit such requests, approved by his/her Department Head, to the Chief Information Officer.

VI. VIOLATIONS

- A. Any employee who violates this policy and procedure may be subject to disciplinary action, up to and including termination.

Employees should discuss any questions regarding the extent of this policy and procedure with his/her supervisors and/or Department Head.

Original Signed By Bill Keffler

5-7-01

Bill Keffler
City Manager

Date